



ATTORNEY DOCKET NO.: HAR59 014 TFW

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Patent Application of J. Andrew JUDKINS, et al.

U.S. Patent No.: 09/513,784

Filed: 25 February 2000

Examiner: William J. Deane

Art Unit: 2642

For: INTEGRATED ACD AND IVR SCRIPTING FOR CALL CENTER TRACKING  
OF CALLS

**TRANSMITTAL LETTER**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

Sir:

Transmitted herewith is a Revocation and Substitute Power of Attorney and Change of Correspondence Address and a Status Inquiry for the above-referenced applications.

If a Petition for an Extension of Time is necessary for the paper transmitted herewith to be timely filed, this transmittal is to be considered as a petition to extend the response period by the amount of time needed for the paper to be timely filed.

The Commissioner is hereby authorized to charge payment of any additional fees associated with this communication or credit any overpayment to Deposit Account No.

**04-1679.**

Application Serial No.: 09/513,784

Art Unit No.: 2642

HAR59 014

A duplicate of this sheet is enclosed.

Respectfully submitted,



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